5 FAM 800 INFORMATION SYSTEMS MANAGEMENT

5 FAM 810 INFORMATION SYSTEMS MANAGEMENT

5 FAM 811 GENERAL

(TL:IM-14;   12-30-94)

This chapter establishes policies to enable system managers to institute sound management practices for computer hardware, software, maintenance, and support and to assure that automated information systems operate effectively and accurately.

5 FAM 812 SCOPE

(TL:IM-14;   12-30-94)

The chapter discusses site management, training, installation and systems management, and security and emergency policies and procedures.

5 FAM 813 RESPONSIBILITIES

(TL:IM-14;   12-30-94)

A system manager is responsible for the proper operation and management of automated information systems. These policies and procedures apply to system managers of unclassified computer systems throughout the Department of State, both overseas and domestic.

5 FAM 814 AUTHORITY

(TL:IM-14;   12-30-94)

The authority for these policies is OMB Circular A-130, dated June 25, 1993, and the Computer Security Act of 1987 (Pub. L.. 100-235, 101 Stat.1724).

5 FAM 815 REPORTING REQUIREMENTS

(TL:IM-14;   12-30-94)

Post Quarterly Reporting. All post system managers (or the post information management officer) must submit a quarterly telegraphic report to A/IM/SO/FO/FD (Report Number F-91-1). The report number must be a part of the subject line. The report identifies outstanding or unresolved issues or problems at posts. It also helps A/IM to speed action on post problems.

5 FAM 816 DOCUMENTATION

(TL:IM-14;   12-30-94)

System managers are responsible for producing and maintaining the following documentation:

a.   For systems located in computer rooms, a diagram of the layout of the computer room, to scale if possible, to include air conditioning and electrical outlets.

b.   For all systems except stand-alone personal computers (PCs) and very small word processors, a list of workstations and printers; the office in which each is located; the name and telephone number of a contact for each; and the cable number, device number, and port in the computer where each is connected.

c.   A list of values that have to be reset on the computer if the operating system is re-initialized, such as workstation and printer defaults, alternate operators consoles or passwords. This list should be locked away when not in use.

d.   A list of all the software applications used, who the principle users are, and who to ask for help if something goes wrong.

e.   A list of names, addresses, and telephone numbers of those who service the computers.

f.   Appropriate policy or procedural telegrams or similar materials from the Department.

g.   A current printed copy of the system configuration including network configurations.

h.   A file of all required reports that have been submitted to the Department and those required by 12 FAM .

i. A list of disks and tapes in use, including the date the disk or tape was put into service. For the disks, also include the disk purpose and the system on which it is used.

j. A printed copy of the current equipment and spare parts inventories.

k. Documentation for backup procedures and contingency plans.

5 FAM 817 POINTS OF CONTACT

(TL:IM-14;   12-30-94)

Exhibit 817 contains a list of contacts within the Department for help in managing computer systems.

5 FAM 818 THROUGH 819 UNASSIGNED

5 FAM 817 Exhibit 817

POINTS OF CONTACT

ADP Issues-IM/SO/FO/FD

Chief	(202) 647-3919
AF	(202) 647-4042
ARA	(202) 647-3222
EAP	(202) 647-7276
EUR	(202) 647-4058
NEA	(202) 647-3967

ADPE Contract Administration, Purchase Orders & Maintenance IM/SO/TO/PIF/ADP

Chief and COR	(703) 912-8561
AF	(703) 912-8556
ARA	(703) 912-8559
EAP	(703) 912-8553
EUR	(703) 912-8560
NEA	(703) 912-8555

Regional Bureau Support Desks

AF/EX/SYS	(202) 647-2774
ARA/EX/SYS	(202) 647-4478
EAP/EX/SYS	(202) 647-6280
EUR/EX/SYS	(202) 647-6357
NEA/EX/SYS	(202) 647-2897

Systems Security

Mainframes and Contingency Planning-IM/SO/TO/SI/COMP	(202) 647-1223

Training

FSI IM Training	(703) 302-6750
FSI User Training	(703) 302-6752
IM/ADP (Warrenton Tng Ctr)	(703) 557-1834

A/IM PC & Software Support	(202) 647-8833 or
	(202) 647-7760

Technical Support

A/IM/PD/AT/SYS/NS	
Chief	(703) 875-7813
TC 3270 & DOSNET Support	(703) 875-7805
DOSNET Trouble Desk	(202) 647-7956
VS OS Support	(703) 875-7711
C.U.E. Support	(703) 875-7709

Mainframe Applications

CFMS Help Desk	(703) 841-1696
FAIS Help Desk	(202) 647-7760
Consular Affairs Support Desk	(202) 663-1177
Real Estate Management (REMS)	(703) 516-1577
Overseas Financial Management	
OFMS Service Desk; 7 - 6 ET; M-F	(703) 524-1188
Other times	(703) 524-0059

Regional Information Management Centers (RIMC)

RIMC Bangkok	66-2-252-5040
RIMC Bonn	49-228-339-3801
RIMC Miami	(305) 359-3801
RIMC Nairobi	254-2-334-141
RIMC NEA	(703) 912-8282

Other Technical Suport

FADPC Help Desk	(202) 647-7764
A/IM/FO/FD/OM Support Desk	(202) 647-4541
IRM Help Desk (Administration Applications Support)	(202) 647-3600
Maintenance Support Unit (Communications Support)	(202) 647-9058

TERP/C-LAN Support Desk	(703) 912-8229
Computer Training Center (PC Software)	(202) 647-4672
TATEL Help Desk	(703) 875-5435
A/FBO/PE/BDE (overseas elec. and air conditioning issues)	(703) 875-6117
A/FBO/OPS/FIR (Fire Protection)	(703) 875-6988
Consular Applications Support	(202) 663-1177